In order to Request Electronic Consent and become associated to an Individual's case to assist with managing benefits information, kynectors must ensure they are completing the following:

On the Reps, kynectors, & Agents Screen, scroll down to the kynector section, click the plus (+) icon (if the kynector information section is not expanded) and then click Start. Once on the kynector Access Request Screen, click Request Electronic Consent. The Individual receives a consent notification via email, text message, and/or through their kynect benefits account based on their communication preferences.

As kynectors continue to have successful events, KHBE would love to share success stories. Please send pictures of your events to KHBE.Program@ky.gov.

Presumptive Eligibility (PE)

For kynectors completing PE cases, it is important to note that Self-Service Portal (SSP) times out after 15 minutes. This is a known issue and is slated to be resolved in the 20.11 Release at the end of November. For now, it is best practice to collect all of the applicant's information before starting the PE case in SSP.

Case Association: Request Electronic Consent

In order to Request Electronic Consent and become associated to an Individual's case to assist with managing benefits information, kynectors must ensure they are completing the following:

On the Reps, kynectors, & Agents Screen, scroll down to the kynector section, click the plus (+) icon (if the kynector information section is not expanded) and then click Start. Once on the kynector Access Request Screen, click Request Electronic Consent. The Individual receives a consent notification via email, text message, and/or through their kynect benefits account based on their communication preferences.

Please Note: If the Individual does not respond within 3 minutes, the kynector remains on the kynector Access Request Screen and is provided the option to confirm verbal consent.

For more information and step-by-step instructions for case association, review the kynector Access Request Quick Reference Guide (QRG) found in the same email containing this Newsletter.

kynectors Share Your Event Success with KHBE

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